

FACTORY INTERNATIONAL

CODE OF CONDUCT



Factory International is delighted to be working with you. This Code of Conduct is shared to outline some mutual expectations for conduct that we ask of everyone, including ourselves, when working at Aviva Studios, in Manchester International Festival and on tour.

It describes how you can expect to be treated when you are working with us, with safety, dignity and respect. Equally, it describes the behaviours we would ask of you when you are in the venue or working with or for the organisation.

By sharing this Code of Conduct with all staff, visiting artists, crew, producers, promoters and event clients, we aim to create **a safe and respectful environment** for everyone who works, performs, or attends events at our venue or elsewhere.

1. Our Commitment

We are committed to creating inclusive working spaces for everybody we work with. This means:

- Everybody working here feels treated with dignity, respect, and professionalism, with diverse backgrounds, experiences, and perspectives being genuinely valued.
- No one working with us experiences discrimination, harassment, or less favourable treatment based on **race, gender, gender identity/expression, sexual orientation, age, religion or belief, disability, caring responsibilities, marital or partnership status, pregnancy, neurodivergence, nationality, socio-economic background**, or their lived experience including **homelessness, migration, armed service, or mental health conditions**.

2. General Expectations

All staff, artists, crew, contractors, producers, promoters and clients are expected to:

- Treat each other with courtesy, kindness, and respect at all times.
- Communicate professionally and collaboratively, even under pressure.
- Avoid language or behaviour towards others that could be considered discriminatory, harassing, intimidating, or exclusionary.
- Abide by all organisational policies, as posted here: [Policies – Factory International](#)
- Not be under the influence of alcohol or recreational drugs while working in the venue or representing the organisation.
- Respect and comply with any final decisions relating to health, safety, access and operational matters that are made or communicated by duty managers, event managers, security or technical leads.

3. Anti-Bullying and Sexual Harassment

We operate a **zero-tolerance policy** for bullying and sexual harassment of any kind.

Unacceptable behaviours include, but are not limited to:



- Insults, malicious rumours, or exclusion.
- Abusive, threatening, or intimidating behaviour.
- Lewd or inappropriate comments, jokes, or gestures.
- Misuse of power or position to demean others.
- Unwanted physical contact or sexual attention.

Witnessed or reported incidents of bullying or sexual harassment will be treated seriously.

4. Safe Spaces and Respectful Conduct

To ensure our venue and workplace is a safe space for creativity and collaboration, please:

- Be mindful of language and tone, especially in sensitive discussions.
- Listen actively and try to avoid interrupting others.
- Respect differences of opinion or perspective.
- Challenge unacceptable behaviour where safe to do so, or report it to someone senior.
- Respect others' boundaries and personal space.
- Avoid hate speech, derogatory comments, violence, or intimidation of any kind.

5. Reporting and Support

If you experience or witness behaviour that breaches this Code while working with us:

- Speak to your **line manager**, your **primary contact** or a senior role you are working with such as a **Producer, Event Manager, Duty Manager** or **Security**, as soon as possible.
- If you feel unable to reach out to any of the above, or are not getting an adequate response, please **escalate the issue to HR** by emailing HR@factoryinternational.org
- Concerns should be raised as early as possible to allow issues to be resolved before escalation. Immediate risks to health and safety should be reported immediately.
- Reports will be taken seriously, handled sensitively, treated in good faith, and investigated in confidence to bring any concern to a suitable resolution as swiftly as possible.
- Factory International reserves the right to take immediate action where the safety or dignity of any individual, or the health and safety or operational integrity of the venue or an off-site event is compromised.
- No one will face victimisation or disadvantage for raising a genuine concern in good faith.

6. Outcomes

Any breach of this Code of Conduct may result in a range of possible outcomes following investigation, ranging from verbal or written warning and mediation or supported conversations to termination of contracts, removal/ejection from the premises, and exclusion from future work or events, as appropriate.
